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FROM: Christopher R. Hilberg
DIRECT DIAL: (612) 607-7237
EMAIL: CHilberg@oppenheimer.com
RE: U.S. Patent Application No. 10/810,910
Attorney Docket No.: 60021-379701

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that copies of the Second Renewed Petition Under 37 CFR 1.137(f) and a Petition for Revival of an Application for Patent Abandoned for Failure to Notify the Office of a Foreign or International Filing is being facsimile transmitted on the date shown below, to Mail Stop Petition, Commissioner for Patents.

June 19, 2007**Debra J. Bruck****Date**

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Julio J. Hernandez

Serial No: 10/810,910

Filed: March 26, 2004

Title: ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS WITH A
WORKBENCH

Docket No: 60021-379701/US

Group Art Unit: 3623

Examiner: Tarae, Catherine Michelle

Mail Stop Petition
ATTN: Paul Shanoski
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

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 shown below.

Debra J. Bruck 6-19-07
 Debra Bruck Date

SECOND RENEWED PETITION UNDER 37 CFR 1.137(f)

Sir:

Submitted herewith is a second renewed petition pursuant to 37 CFR 1.137(f) for revival of the above-identified application.

The Office of Petitions previously indicated that the Petition for Revival fee under 37 CFR § 1.17(m) was submitted, and therefore Applicants believe that no additional fees are due at this time. However, if any fees are due in connection with the filing of this paper, then the Commissioner is authorized to charge such fees to Deposit Account No. 50-1901.

Applicants respectfully request that the Petition for Revival be reconsidered. In the event a telephone conversation would expedite the prosecution of this application, the Examiner may reach the undersigned at 612-607-7237.

Respectfully submitted,

By Christopher R. Hilberg
 Christopher R. Hilberg, Reg. No. 48,740
 Customer No. 29838
 OPPENHEIMER WOLFF & DONNELLY LLP
 45 South Seventh Street, Suite 3300
 Minneapolis, Minnesota 55402
 Telephone: 612-607-7237

JUN 19 2007

PTO/SB/64a (04-07)

Approved for use through 09/30/2007. OMB 0651-0031
U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

**PETITION FOR REVIVAL OF AN APPLICATION FOR PATENT
ABANDONED FOR FAILURE TO NOTIFY THE OFFICE OF A FOREIGN
OR INTERNATIONAL FILING (37 CFR 1.137(f))**

Docket Number (Optional)

60021-379701/US

First named inventor: Julio J. Hernandez

Application No.: 10/810,910

Art Unit: 3623

Filed: March 26, 2004

Examiner: TARA, CATHERINE MICHELLE

Title: Enhancing insight-driven customer interactions with a workbench

Attention: Office of Petitions
Mail Stop Petition
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450
 FAX (571) 273-8300

NOTE: If information or assistance is needed in completing this form, please contact Petitions Information at (571) 272-3282.

The above-identified application became abandoned pursuant to 35 U.S.C. 122(b)(2)(B)(iii) for failure to timely notify the Office of the filing of an application in a foreign country or under a multinational international treaty that requires publication of applications eighteen months after filing. The date of abandonment is the day after the expiration date of the forty-five (45) day period set in 35 U.S.C. 122(b)(2)(B)(iii).

**PURSUANT TO 37 CFR 1.137(f), APPLICANT HEREBY PETITIONS FOR REVIVAL OF THIS APPLICATION
UNDER 37 CFR 1.137(b)**

1. Petition fee

Small entity-fee \$ _____ (37 CFR 1.17(m)). Applicant claims small entity status. See 37 CFR 1.27.

Other than small entity – fee \$ _____ (37 CFR 1.17(m))

[PREVIOUSLY SUBMITTED ON 8-21-06]

2. Notice of Foreign or International Filing (35 U.S.C. 122(b)(2)(B)(iii) and 37 CFR 1.213(c))

Subsequent to the filing of the above-identified application, an application was filed in another country, or under a multinational international treaty (e.g., filed under the Patent Cooperation Treaty), that requires publication of applications eighteen months after the filing. The filing date of the subsequently filed foreign or international application is March 29, 2005

[Page 1 of 2]

This collection of information is required by 37 CFR 1.137. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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JUN 19 2007

PTO/SB/64a (04-07)

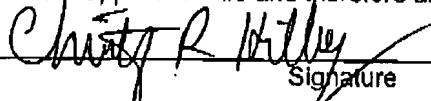
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STATEMENT: The entire delay in filing the required notice of a foreign or international filing from the due date for the required notice until the filing of a grantable petition under 37 CFR 1.137(b) was unintentional. [NOTE: The United States Patent and Trademark Office may require additional information if there is a question as to whether either the abandonment or the delay in filing a petition under 37 CFR 1.137(b) was unintentional (MPEP 711.03(c), subsections (III)(C) and (D).]

WARNING:

Petitioner/applicant is cautioned to avoid submitting personal information in documents filed in a patent application that may contribute to identity theft. Personal information such as social security numbers, bank account numbers, or credit card numbers (other than a check or credit card authorization form PTO-2038 submitted for payment purposes) is never required by the USPTO to support a petition or an application. If this type of personal information is included in documents submitted to the USPTO, petitioners/applicants should consider redacting such personal information from the documents before submitting them to the USPTO. Petitioner/applicant is advised that the record of a patent application is available to the public after publication of the application (unless a non-publication request in compliance with 37 CFR 1.213(a) is made in the application) or issuance of a patent. Furthermore, the record from an abandoned application may also be available to the public if the application is referenced in a published application or an issued patent (see 37 CFR 1.14). Checks and credit card authorization forms PTO-2038 submitted for payment purposes are not retained in the application file and therefore are not publicly available.



Signature

June 19, 2007

Date

Christopher R. Hilberg

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48,740

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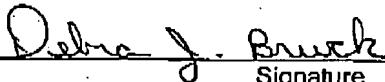
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Enclosures: Fee Payment Additional sheets containing statements establishing unintentional delay Other: _____**CERTIFICATE OF MAILING OR TRANSMISSION [37 CFR 1.8(a)]**

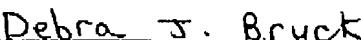
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Date



Signature


Debra J. Bruck
Typed or printed name of person signing certificate